

## 1. Information Technology Project Oversight Framework

## Appendix G: Independent Project Oversight Report

[See separate instruction sheet for guidance on any of the fields in the form]

Project Name: Disability Insurance Automation (DIA)Assessment Date: May '09Frequency: Monthly

## Oversight Provider Information

Oversight Leader: Judy Holliday, Jay Jackson, Edmond BlagdonOrganization: Public Sector Consultants, Inc.Phone Number: 510-304-3834Email: judy@psc-inc.biz; jay@psc-inc.biz, blagdon.inc@gmail.com

## Project Information

Project Number: 7100-192Department: Employment Development DepartmentCriticality: HighAgency: Labor and Workforce Development AgencyLast Approved Document/Date: SPR 11/11/2007Total One-time Cost: \$28,993,827Start Date: 7/3/2006End Date: 6/30/2010Project Manager: Bob Bradshaw  
Linda FredericksenOrganization: Information Technology Branch  
Disability Insurance BranchPhone Number: 916-657-3802  
916-653-3555Email: [BBradsha@edd.ca.gov](mailto:BBradsha@edd.ca.gov)  
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Summary: Current Status – If multiple current phases, use section at end to assess the status of additional phases.

Project Phase: Systems Integration Vendor Procurement PhasePlanned Start Date: 3/23/2007Planned Phase End Date: 6/25/2009Actual Start Date: 4/19/2007

## 1. Information Technology Project Oversight Framework

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### Schedule

Select the statement that most closely applies, measured against the last **Finance approved** document.

#### Ahead-of-schedule:

One or more major tasks or milestones have been completed and approved early (> 5%). All other major tasks and milestones completed and approved according to plan.

#### On-schedule:

All major tasks and milestones have been completed and approved according to plan. (Within 5%)

**On Schedule**

#### Behind Schedule:

One or more major tasks or milestones are expected to be delayed. (> 5%)

### Comments:

The project is currently on schedule based on the unplanned Special Project Report (SPR) approved by the Department of Finance (DOF) on November 11<sup>th</sup>, 2007 and the 5% reporting threshold established in the DOF Information Technology Project Oversight Framework (renamed the OCIO IT Project Oversight Framework).

The planned SPR was approved by EDD and submitted to the Labor and Workforce Development Agency (LWDA or Agency) on April 28<sup>th</sup>. Agency approval of the SPR has been delayed, pending resolution of their concerns regarding EDD's I.T resource and time constraints and project prioritization. Per Bob Bradshaw, the DIA ITB Joint Project Manager, once the SPR is approved by Agency and submitted to the OCIO, the OCIO review process is expected to take 15 days. The 30 day notification to the Legislature will follow. The July 1<sup>st</sup> target vendor start date will be missed; a new target start date can be established once the SPR is submitted to the OCIO, based on the anticipated 45 day interval.

Helen Williams continued to update the current schedule weekly. DIA will utilize the current schedule through the end of FY'08-09. At the start of new fiscal year (FY'09-10), or when the SI vendor starts work, a new schedule will be put into production, baselined, and worked for the duration of the project.

Resources (Level of Effort) Choose the statement that most closely applies.

#### Fewer Resources

Completion of one or more major tasks and/or acceptable products has required or is expected to require materially (>5%) fewer hours/staff than planned.

#### Within Resources

All major tasks have been completed and acceptable products created using the planned number of hours/staff (within 5%).

**Within Resources**

#### More Resources

Completion of major tasks and/or acceptable products has required or is expected to require materially (>5%) more hours/staff than planned.

## 1. Information Technology Project Oversight Framework

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**Comments:** All major tasks were completed and acceptable products created using the planned number of resources; actuals were recorded in RMS and entered into the existing MS Project Schedule which will be replaced prior to the arrival of the SI vendor.

Denise Cristoni, DGS, is reviewing the IV&V Request for Proposal (RFP) for the Design, Development and Implementation (DDI) project phases. DGS will not release the IV&V RFP until the planned SPR is approved.

The remainder of the (new) position statements were completed in May. HRSD can advertise for positions which were included in the unplanned SPR which was approved in June of 2007. The DIA Project Team has decided to hold off on advertising for anything not already posted until the SPR is approved.

These include four positions which were posted on the State Personnel Board Vacancy Search (VPOS) on May 12<sup>th</sup>. Three new positions (SSM II, SSM 1, AGPA/SSA) and a replacement for the DI Analyst position vacated when Michelle Bailey was promoted, were listed. The DPM II position is also posted; the DPM III position is still undergoing the necessary approvals.

Resources (Budget/Cost) Choose the statement that most closely applies.

<b>Within Cost</b>
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**Less cost**

The project is (>5%) under budget.

**Within cost**

The project is operating within budget.

**Higher cost**

Material budget increases (>5%) are likely.

## 1. Information Technology Project Oversight Framework

### Comments:

The unplanned Special Project Report (SPR) was approved on November 11<sup>th</sup>, 2007. The re-baselined FY07-08 budget for the DIA Project increased from \$1,565,836 to \$1,871,009; the total project one-time costs increased from \$26,186,632 to \$28,993,827.

The project is operating within the FY'08-09 Budget; actual expenditures as of April 30<sup>th</sup>, 2009, remain slightly under budget due to a lag between what's expended for IPOC, IV&V and State staffing services and what's actually budgeted for these services.

The DIA Project BCP for FY'09-10, is part of the existing State budget for FY'09-10. If State budget approval can be sustained, the DOF will potentially augment this funding following the approval of the SPR and a 30-day notification to the Legislature. The propositions which would have resulted in \$6B in additional funding for the state were rejected by the voters in the May 19<sup>th</sup> Special Election, leaving the State with a \$24B deficit and the inability to fund the FY'09-10 Budget as previously approved. Drastic measures are being considered by the Governor and the Legislature to decrease the deficit and to enable the state to function during this next fiscal year. Even though the Disability Insurance Branch (DIB) is currently able to fund DIA, approval to spend that money is uncertain.

Table 1: Annual Project Budget

SFY	Budget	Expenditures
06-07	1,169,183	1,128,754
07-08	1,871,009	1,751,997
08-09	1,502,640	1,121,497
09-10	11,349,609	-
10-11	13,101,385	-
11-12	3,705,920	-
12-13	3,705,920	-
Total:	36,405,666	4,002,248

Quality (Client Functionality) Choose the statement that most closely applies.

#### **Adequately Defined**

Required client functionality is adequately defined, and is being successfully built into the system, given the current project phase.

**Adequately Defined**

#### **Inadequately Defined**

One or more significant components of required client functionality are inadequately defined, or are not being successfully built into the system, given the current project phase.

## 1. Information Technology Project Oversight Framework

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### Comments:

On June 3<sup>rd</sup>, the DIA Project Team met with EDD stakeholders from BOPSD, Tax, and the DI Procedures Forms, and Manuals Unit (PFMU) at the Goethe facility to discuss the design and development of the Optical Character Recognition (OCR) data capture forms. The data elements for the last three of the five OCR forms were submitted to the PFMU on Thursday, June 4<sup>th</sup>. Next steps include mock-ups of the forms and additional review.

The Electronic Workload Distribution Workgroup completed the review of the 30-page draft policy issue and recommendation memo for the electronic distribution of the DI workload in early May. The Memo has been reviewed by the DIA Project Team and will be shared with the area and regional administrators during the second week of June. Some final refinements will be implemented before sending the entire package to DI Executives, Sandra Poole and Melinda Acosta, for their approval.

The IV&V Team submitted no new findings in May; findings #16-17 remain open.

Quality (Architecture/System Performance) Choose the statement that most closely applies.

#### Adequately Defined

The system technical architecture is adequately defined, and modeling, benchmarking and testing are being conducted (or are planned) appropriate to the current project phase.

#### Adequately Defined

#### Inadequately Defined

The system technical architecture is not adequately defined, or modeling, benchmarking and testing are not being conducted (or are planned) appropriate to the current project phase.

**Comments:** DIA Project Team representatives continued to participate in the enterprise Services Oriented Architecture (SOA) Analysis Work Group, although May was quiet in terms of SOA activities within EDD. As previously reported, the DIA Project requirements have been submitted and Bob Bradshaw has requested that Lance Williams, EDD PMO, schedule a meeting to start discussions regarding the governance of SOA based solutions. Michael O'Brien, the DIA Project Systems Architect, was asked to identify short and long term gaps which could impact the DIA project.

UI is working towards the finalization of a contract for the implementation and configuration of a web based IdM solution for the EDD Enterprise. They estimate that it will take at least 6 months from contract signing to get the web Based IdM system working in production (i.e. no earlier than January, 2010).

## 1. Information Technology Project Oversight Framework

### New Project Risks

List (in priority order) the most critical risks to completing the project within the approved schedule, budget and scope. See instructions for description of desired format. If more than five risks are to be included, copy and paste as needed.

IPOC will continue to review project plans, the Risk Log and other project documents and will submit new risks in future reports as appropriate.

As reported, the vendor cost negotiations, which completed on March 26<sup>th</sup>, resulted in significant decreases in both the one-time and total project costs. These improvements will be published following the approval of the SPR. During this process, EDD agreed to share more of the risk in exchange for significant decreases in the vendor's proposed costs and a lower blended contractor rate. As a result, five new risks were entered into the DIA Project Risk Log in May. Only one of these risks was categorized as "high impact" and none of these risks had a probability level above "medium". All of these risks were vetted during the negotiations process; responsibility for risks which were determined to be both highly probable and have high impact to the project was not accepted by EDD. Consequently, IPOC will monitor these risks but will not include them in the reports at this time

### Progress Towards Addressing Prior Risks

List the risks included in the *New Project Risks* section in previous IPORs. Risks are to remain reported in this section until they are closed or no longer critical, with an explanation of the resolution. See instructions for description of desired content. If more than five risks are to be included, copy and paste as needed.

**Identifier:** Risk Title: SCDB Restructure.

193

- **Risk Statement:** The Single Client Database (SCDB) being restructured will almost certainly create the potential for both DI and ITB staff to have competing work priorities.

**Probability:** High      **Impact:** High      **Timeframe:** Short

**Related Findings:** Not applicable

**Context:** The SCDB restructure has been incorporated into the IDMS to DB2 relational database conversion project. No timeline has yet been established, but it may finish after the DIA project is completed. The conversion process would also include converting the associated applications. Even if the allowable maximum dollar (\$) amount for DI payments is not increased via the restructure or IDMS to DB2 conversion, the DIA project will not be impacted since the lengthening of the \$ field is not part of the project scope. Cross-Reference to Enterprise Risk #14 (Migration off IDMS).

**Status:** (Status did not change in May). The SCDB IDMS to DB2 conversion is one of the projects expected to benefit from the stimulus funding and likely to become a higher priority project for EDD. How long it will take to complete this project is still being determined and debated. This risk may be realized if there comes a time in which the SCDB Conversion Project is tying up key resources also needed by DIA, particularly if DIA is unable to obtain these resources elsewhere.

## 1. Information Technology Project Oversight Framework

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### Recommendations:

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1. Meet with EDD management to learn the direction and timeframe of the conversion. Recommendation being done; this item is closed.
2. Be involved in the conversion project to ensure that DIA project requirements are considered. Recommendation being done; this item is closed.
3. Work with conversion team and database administrators to carefully design the new DIA database structure. Ensure the converted DB2 data files can be easily merged with the new DIA DB2 database.
4. Make sure that competing human resource requirements are taken into account and addressed in both the SCDB Restructuring Project and the DIA Project schedules and work plans.

**Identifier:** **Risk Title:** Procurement delays for Independent Verification and Validation (IV&V) consultants.

258

- **Risk Statement:** Delays in procuring Independent Verification and Validation (IV&V) consultants will almost certainly delay implementation of the project.

**Probability:** High      **Impact:** High      **Timeframe:** Short

**Related Findings:** Not applicable.

**Context:** The second IV&V contract is to cover project activities during the Design, Development and Implementation portion of the project, and the objective is to have the IV&V vendor on board when the SI vendor starts work. The RFP cannot be released until the planned SPR and the revised ITPP are approved. The prolonged negotiations with the Systems Integration vendor is pushing out both of these target dates and decreasing the size of the window between the likely completion of the IV&V procurement and the potential start date for the SI vendor.

**Status:** Denise Cristoni, DGS, is in the process of reviewing the IV&V Request for Proposal (RFP) for the Design, Development and Implementation (DDI) project phases. DGS will not release the IV&V RFP until the planned SPR is approved. The current IV&V contract has an end date of December, 2009; the presence of the existing team will help to mitigate the risk that the SI vendor may be on board before the completion of this next IV&V procurement.

### Recommendations:

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1. Retain the current IV&V vendor until the second IV&V procurement is completed and the new vendor is on board. Include some overlap if possible for the purpose of knowledge transfer and bringing the new vendor up to speed as quickly as possible. Recommendation met; this item is closed.
2. Request that DGS review and approve the RFP in order to release it as soon as possible once the planned SPR and ITPP are approved. Recommendation met; this item is closed.
3. Track procurement.

## 1. Information Technology Project Oversight Framework

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**Identifier:** **Risk Title:** Failure to obtain approval of the Planned SPR:

1191

- **Risk Statement:** The failure to obtain approval of the planned SPR will likely result in substantial schedule delays, scope modification or project cancellation.

**Probability:** High      **Impact:** Medium      **Timeframe:** Short

**Related Findings:** **10-2008:** The Cost Proposal is multiple times the amount approved in the Feasibility Study Report (FSR).

**Context:** The costs associated with the DIA solution were substantially higher in the only System Integrator bid to make it through to public cost opening than the costs that were documented in the DIA (DIAP3) Feasibility Study Report (FSR). As a result of this fact, it will likely be harder to get approval of the DIA planned Special Project Report (SPR) which is the vehicle for obtaining the funding needed to implement the DIA automated solution. Entities from which backing is needed in order to obtain approval include the EDD Executive Sponsors, Agency (LWDA), Office of the Chief Information Officer (OCIO), Department of Finance (DOF) and the California Legislature.

**Status:** The planned SPR was approved by EDD and submitted to the Labor and Workforce Development Agency (LWDA or Agency) on April 28<sup>th</sup>, where it has been for the last 10 weeks. Agency is reportedly concerned regarding EDD's ability to support the three largest EDD projects during what may end up being concurrent project phases in addition to supporting the high priority I.T. stimulus projects. There are also concerns regarding the projected costs, given the State budget crisis and DIA's dependence on DI funding.

The DIA Project BCP for FY'09-10, is part of the existing State budget for FY'09-10. If State budget approval can be sustained, the DOF will potentially augment this funding following the approval of the SPR and a 30-day notification to the Legislature. The propositions which would have resulted in \$6B in additional funding for the state were rejected by the voters in the May 19<sup>th</sup> Special Election, leaving the State with a \$24B deficit and the inability to fund the FY'09-10 Budget as previously approved. Drastic measures are being considered by the Governor and the Legislature to decrease the deficit and to enable the state to function during this next fiscal year. Even though the Disability Insurance Branch (DIB) is currently able to fund DIA, Legislative approval to spend that money (i.e. the SPR) is not guaranteed.

### Recommendations:

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IPOC concurs with the DIA Project Team mitigation recommendations listed below:



## 1. Information Technology Project Oversight Framework

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1. Survey state departments and private sector to see what comparable projects cost. Done; this item is closed.
2. Use IV&V deliverables that trace requirements to business objectives to validate that the scope of the solution documented in the lone remaining bidder proposal does in fact address all requirements in the RFP, but does not add additional scope. Done; this item is closed.
3. Meet with executive sponsors to present options and determine best strategy for proceeding. Done; this item is closed.
4. Meet with DOF to present options and get buy-in for preferred strategy. Done; this item is closed.
5. Work with Department of General Services (DGS) to obtain/negotiate the best cost baseline possible for the project. Done; this item is closed.
6. Construct the planned SPR in a way that presents a strong case for the need to have the functionality within the DIA solution built; in order to lessen the possibility of the SPR approval being delayed due to clarifications/questions, or to it being denied. Mitigation tasks can be performed concurrently. Done; this item is closed.
7. Continue to be available to answer control agency and Legislature questions and to monitor the progress.
8. Continue preparations for the arrival of the vendor unless asked by EDD executives to put these tasks on hold.

**Identifier:** Risk Title: Non-Completion of the DMS Service Solution

1132

- **Risk Statement:** The non-completion of the DMS Services Solution will likely result in schedule delays, additional vendor contract discussions, and expanded costs for the DIA Project.

**Probability:** High      **Impact:** Medium      **Timeframe:** Medium

**Related Findings:** **9-2008:** June 2008: The estimate for the completion of each of the six Data Capture forms required by DIA is 10 months for each form.

**Context:** The Document Management System (DMS) requirements were removed from the DIA Systems Integrator (SI) Request for Proposal (RFP) due to a myriad of problems associated with conflict of interest and costing. The DMS requirements are still a crucial part of the DIA Solution, and their timely implementation is needed for the exchange of information with other DIA System components, and to ensure the timely completion of the DIA Project overall. This reference cross references DIA Risk #1050 (Inability to create, modify and implement the Data Capture Forms).

**Status:** The Information Technology Procurement Plan (ITPP) was updated in April to reflect the June 2012 project end date, the revised target dates associated with the second IV&V procurement, and an NCB for the Document Management System (DMS) procurement. The Business Operations Planning & Support Division's (BOPSD) Office of Procurement, Contracting, and Administration approved the revised ITPP and submitted it to DGS on May 22nd. DGS will be asked to approve the final ITPP after the planned SPR is approved by the OCIO. This risk will continue to be tracked by the Project Risk Manager and IPOC but will not be included in the next IPOR.

## 1. Information Technology Project Oversight Framework

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### Recommendations:

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1. The Project Team should work with DGS, BOPSD, EDD Staff and the DIA Executive Sponsors to evaluate the various procurement options and to determine the procurement option that will be most effective and efficient for the DIA Project. Recommendation met; this item is closed.
2. The Data Capture Forms Workgroup should continue to work towards the development of the five identified Data Capture Forms. Recommendation in progress; see risk #1050.
3. Add DMS implementation tasks to the DIA schedule.
4. Closely monitor progress of DMS implementation in conjunction with SI vendor scheduled activities.

**Identifier:** **Risk Title:** Identity Management

851

**Risk Statement:** DIA Project dependence on an identity management solution (Oracle) that does not yet exist will certainly delay the implementation of the DIA Customer Self Service modules and requirements, resulting in schedule delays.

**Probability:** High      **Impact:** High      **Timeframe:** Short

**Related Findings:** 7-2007: November 2007: Required Identity Management System dependent on UIMOD to Implement:

**Context:** The DIA FSR referenced an identity management solution that currently exists (IBM's TAME) which is in use on some Tax Branch projects. EDD determined during the UIMOD Project that in order to implement the Enterprise ID management solution for the State portal and an enterprise SOA, an Oracle based solution should be utilized. This is the first time an identity management solution of this type is being implemented by the State. This solution is a new endeavor for Oracle which will utilize Oracle companies acquired as recently as 2007. EDD's WISE proof of concept was expected to be the first State project to implement the Oracle solution for Web based ID management; this project was put on hold until the Unemployment Insurance Primary Call Center (UIPCC) project is completed. The UIPCC project is focused on implementing an Identity Management (IdM) solution for the UI call center and their use of Personal Identification Numbers (PINs); the focus is telecom not web based identity management. One of the primary objectives of the DIA Project is to provide consumers with self service functionality over the Web.

**Status:** Per Mike O'Brien, the DIA Systems Architect, Deanna Souther (technical lead for the IdM project) reported that the hardware and software have been purchased for the Oracle IdM solution. The Unemployment Insurance Branch (UIB) objective is to get the solution working with the telephone PIN LDAP that is currently in use by the UI telephone call centers.

UI is also working towards the finalization of a contract for the implementation and configuration of a web based IdM solution for the Enterprise. They estimate that it will take a minimum of 6 months from contract signing to get the web Based IdM system working in production (January, 2010 or later). The work on the Oracle IdM solution using the PIN system for the Unemployment Insurance telephone system still has priority over the web based system needed for web based self service systems.

## 1. Information Technology Project Oversight Framework

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### Recommendations:

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1. Further define the dependencies between the UIPCC and DIA Projects. Initial research completed; continue to monitor.
2. Find out if the State intends to eliminate the IBM IdM product and if the IBM solution is still an option for DIA. Research complete; continue to track.
3. Continue to track UIMOD/UIPCC project status. Recommendation no longer applicable; this item is closed.
4. Track the UI Continuing Claims Project and its implementation of Oracle Identity Management.

**Identifier:** **Risk Title:** Delay in the DIA Planned SPR Submission and Approval

97

**Risk Statement:** A delay in the planned SPR submission and approval will almost certainly cause the Systems Integrator start date to be shifted into FY 10/11, delaying the project savings, increasing project costs, and increasing the project duration.

**Probability:** High      **Impact:** High      **Timeframe:** Short

**Related Findings:** This risk was submitted by the Project Team prior to IPOC joining the project and Findings and Recommendations being recorded.

**Context:** The approved Project Schedule in the FSR provided a 9 month interval for the procurement of the Systems Integration vendor. The SI vendor procurement interval was changed from 9 to 16 months, based on the three submitted Procurement Assistance vendor proposals and a detailed evaluation of the procurement process. In addition to lengthening the SI vendor procurement interval, a decision was made to complete the planned SPR following the procurement rather than during the procurement as planned originally. These necessary scheduling (and task duration) changes coupled with the State funding constraints (timing) resulted in the need for an unplanned SPR and the extension of the project end date by one year.

**Status:** The planned SPR was approved by EDD and submitted to the Labor and Workforce Development Agency (LWDA or Agency) on April 28<sup>th</sup>. Agency has provided no estimates regarding when or if this SPR will be approved. If it is approved and submitted to the OCIO, a new target vendor start date can be established. If the SPR remains tied up in Agency indefinitely, the project will most likely be postponed or cancelled.

### Recommendations:

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## 1. Information Technology Project Oversight Framework

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1. In January, 2008, the DOF OTROS organization will move from the Department of Finance to the office of the State CIO. The processes and rules that govern the Special Project Report (SPR) Process may change. The Project Team should monitor the potential changes and update the Project Schedule and Procurement Assistance SOW as applicable. Recommendation in progress; this item is closed.
2. The departure of Mark Larsen from the OCIO on October 1<sup>st</sup>, 2008, puts the continuity of the relationship between the OCIO and the DIA Project at risk. Mr. Larsen's replacement needs to be identified as soon as possible and brought up to speed regarding the DIA Project milestone dates and the planned SPR that is scheduled to be submitted by January 15<sup>th</sup>. Recommendation met; this item is close.
3. Attempt to collapse some Key Action Date intervals in order to make up for the schedule delays resulting from the 2<sup>nd</sup> DGS legal review in order to keep the project on schedule. Recommendation met; this item is closed.
4. The DIA proposal evaluators should thoroughly evaluate the RFP draft proposals; if the evaluations of these proposals are extremely well executed the value of the confidential interviews will be greater and the quality of the final proposals is likely to be higher. Recommendation met; this item is closed.
5. Carefully evaluate the options available for moving the project forward; select the option which will result in the least cost to the State and have the least negative impact on taxpayers. Recommendation met; this item is closed.

## 1. Information Technology Project Oversight Framework

### General Comments

#### SPR Approval Delays:

1. The planned SPR was approved by EDD and submitted to the Labor and Workforce Development Agency (LWDA or Agency) on April 28<sup>th</sup>, where it has been for the last 10 weeks. Agency was reportedly concerned regarding EDD's ability to support the three largest EDD projects during what may end up being concurrent project phases, in addition to supporting the other high priority I.T. stimulus (funded) projects.
2. Agency has not provided an estimate of when or if they will approve the DIA SPR. It needs to be approved by Agency before it can be submitted to the OCIO and a new vendor start date can be tentatively established, based on the estimated OCIO review interval and the 30 day notification required by the Legislature. In the short term, the DIA Project Team is continuing with preparations for the arrival of the new vendor team and additional state staff, working on the refinement of the DIA requirements, conducting stakeholder management activities, and working on other project tasks.
3. If the SPR approval process is not allowed to move forward, the funding for FY'09-10 is unlikely to be approved and the project may be substantially delayed or indefinitely postponed.

#### Stakeholder Management Activities:

1. The DIA Project Team conducted the first DICO Stakeholders' Contribution Meeting with the Claims Management Support Section on May 12<sup>th</sup>. The team provided a project update and discussed each unit's anticipated contributions and opportunities. The policy unit requested a list of the policy issue memorandums to review. The DIA Team met with the Administration and Program Support Group on May 28<sup>th</sup>.
2. Five members of the Deloitte Project Team toured the DI Claims Management Office (CMO) in Stockton on June 2<sup>nd</sup>. The tour was a walkthrough of a Disability Claim, which covered work routing, keying batches of initial claims, continued claim processing, appeal and workers' compensation lien processing, a demonstration of the functionality of the existing mainframe application, a discussion of the central office duties and specializations, and CMO key staff roles and duties (e.g. clerks, examiners, supervisors.)
3. The DI Branch Team reconvened in Sacramento on May 19<sup>th</sup> -21<sup>st</sup>, after more than a year's hiatus. The purpose of these meetings was to re-engage them as a group and as a critical part of the DIA Team, to bring them up to date on the project and to prepare them for their role in the project tasks which lie ahead. During these sessions they reviewed the Optical Character Recognition (OCR) forms and analyzed required versus "nice to have" items. They also developed additional requirements for the web forms DE2501FP and DE2501F and developed business rules for the PFL forms. On May 21<sup>st</sup> they toured the Document and Information Management Center (DIMC).

Oversight Findings & Recommendations: Neither IPOC nor IV&V reported any new findings in May.

Change Requests: There were no new change requests.

Issues: The issue logged in February is still open (# 0010: Mandatory State employee furloughs reduce the number of hours that State employees can work by 16 hours each month).

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1. Information Technology Project Oversight Framework

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## APPENDICES

### TABLE 1: PROJECT COST TABLE:

Actual Project Costs per SFY 08-09 through 04/30/2009\*

SFY 08/09	Budget	Expended Through April 2009	Resources on Order (ROO)	Balance
Staff	1,085,025	866,454	0	<b>218,571</b>
Hardware Purchase	0	72	0	<b>(72)</b>
Software Purchase	22,056	3,582	0	<b>18,474</b>
Telecommunications	0	0	0	<b>0</b>
Software Customization	0	0	0	<b>0</b>
Project Management	0	0	0	<b>0</b>
Project Oversight **	105,000	61,424	61,573	<b>43,576</b>
IV&V **	100,000	79,168	45,323	<b>20,833</b>
Other Contract Services	24,927	12,726	0	<b>12,201</b>
Data Center Services	0	0	0	<b>0</b>
Agency Facilities	0	0	0	<b>0</b>
Other	165,632	98,072	8,791	<b>67,560</b>
<b>Total</b>	<b>1,502,640</b>	<b>1,121,497</b>	<b>115,687</b>	<b>381,143</b>

\*\* The balance displayed includes contract funds carried forward from the prior fiscal year available for the life of the IPOC and IV&V contracts.

## 1. Information Technology Project Oversight Framework

### TABLE 2: PROJECT TEAM

The project team currently consists of the following resources.

Role	Organization	Start Date	Resources
Joint Project Manager	Disability Insurance Branch (DIB)	7/03/06	Linda Fredericksen
Joint Project Manager	Information Technology Branch (ITB)	7/03/06	Bob Bradshaw
Assistant Project Manager	Disability Insurance Branch (DIB)	5/01/09	Michelle Bailey
Assistant Project Manager	Information Technology Branch (ITB)	03/2008	Jan Barnett
Requirements Manager	Information Technology Branch (ITB)	07/01/08	Alex Luc
Risks, Issues, Change Manager	Information Technology Branch (ITB)	11/2006	Darcy Steen
Applications & Information Architect	Information Technology Branch (ITB)	7/2007	Mike O'Brien
Business Process Re-engineering	Disability Insurance Branch (DIB)	5/01/09	vacant
Program Analyst (DIB Requirements, HIPAA )	Disability Insurance Branch (DIB)	1/02/2008	Michael Chen – left project 7/2008. Interviews are in progress.
Program Analyst (Procurement Quality)	Disability Insurance Branch (DIB)	3/23/2009	Maritza Lyon
SI Vendor Contract Manager	Information Technology Branch (ITB)	2/2009	Heather Liddicoat
DIA Project Librarian	Information Technology Branch (ITB)	1/2007	Helen Williams
Strategic Testing Group Representative	Information Technology Branch (ITB)	Part Time	Ellen Morton
Office Assistant	Disability Insurance Branch (DIB)	12/21/2007	Cheryl Montoya
Independent Project Oversight	Public Sector Consultants, Inc.	3/01/07	Judy Holliday Jay Jackson Eddie Blagdon
Independent Validation & Verification (IV&V)	Pyramid Technical Consultants LLC	8/24/07	David Yagel Carol Berry